Sage CRM 2024 R2
Hardware and Software Requirements

Updated: 11 September 2024

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Hardware requirements

> **Note:** Customizations and integrations can significantly impact the performance of Sage CRM. Scale up your hardware to accommodate customizations and integrations.

Sage CRM server

Before installing Sage CRM, make sure your server meets the following minimum requirements.

Item	Requirement
Processor	Intel quad-core processor or better, 2.2 GHz or faster
RAM	- Minimum: 8 GB - Recommended: 16 GB or more
Free hard disk space	16 GB or more

Database server

Item	Requirement
Processor	Intel quad-core processor or better, 2.2 GHz or faster
RAM	RAM is critical to Sage CRM performance. It should be equal to or greater than the Sage CRM database size, for example: • Database size: 16 GB RAM: 16 GB or more • Database size: 32 GB RAM: 32 GB or more • Database size: 64 GB RAM: 64 GB or more
Free hard disk space	16 GB or more Consider the number of customer records, archiving plans, backup policies, and future growth in the volume of data.
Where to deploy	• **50 users or fewer** Deploy database on Sage CRM server or a dedicated server. • **50+ users or the database size is more than 16 GB** Deploy database on a dedicated server only.

Software requirements

> **Warning:** Sage CRM does not support Microsoft products that have reached mainstream support end date.

- **Operating systems**
- **Database systems**
- **Web browsers**
- **Apache Tomcat**
- **Java Runtime Environment**
- **Mobile devices**
- **Microsoft Exchange**
- **Transport Layer Security (TLS)**
- **Citrix Virtual Apps (formerly XenApp)**
- **Remote Desktop Services (formerly Terminal Services)**
- **Virtualization**
- **Proxy servers**

Operating systems

Operating systems listed in this section should be either without Service Pack or with the latest Service Pack available at the time of Sage CRM 2024 R2 release.

> **Note:** Install the latest updates for your version of Windows.

Sage CRM server

Requirement	Details
Operating system	- Microsoft Windows Server 2022 Standard, Datacenter, or Essentials - Microsoft Windows Server 2019 Standard, Datacenter, or Essentials
Web Server (IIS)	The computer on which you plan to install Sage CRM must have the **Web Server (IIS)** server role installed. Sage CRM supports Web Server (IIS) supplied with the operating systems listed above.
Installation on a domain controller	You can install Sage CRM on a domain controller if it is running one of the following: - Microsoft Windows Server 2022 Essentials - Microsoft Windows Server 2019 Essentials On these operating systems Sage CRM does not support HTTPS, Remote Desktop Services, and CDONTS/CDOSYS.

Client computer

You can access Sage CRM from a computer running one of the following:

- Windows 11, 64-bit
- Windows 10, 32-bit or 64-bit

Database systems

Sage CRM supports cloud and on-premise database solutions provided by Microsoft.

Microsoft Azure SQL

Sage CRM supports the following Azure SQL solutions and resource types:

Supported solution	Supported resource type
Microsoft Azure SQL Database	Database server

Before installing Sage CRM, make sure that the target Azure SQL Database server exists.

To create a new Azure SQL Database server compatible with Sage CRM:

1. Go to **https://portal.azure.com/#create/Microsoft.AzureSQL**.

2. Under **SQL databases**, from the **Resource type** list, select **Database server**.

3. Select **Create** and follow the steps to create a new Azure SQL Database server.

Consider the following limitations:

- You cannot use the Sage CRM Setup to select an existing database in Azure SQL. At the moment, the Setup can only create a new database on an existing Azure SQL Database server.

- Sage CRM Setup cannot migrate data from an existing on-premise Microsoft SQL Server database to Microsoft Azure SQL.

Microsoft SQL Server

> **Note:** Before installing Sage CRM, make sure you have *Microsoft OLE DB Driver for SQL Server* installed on the SQL Server that will be hosting the Sage CRM database.
>
> **Download latest Microsoft OLE DB Driver for SQL Server**
>
> You need to install driver version 18 or later. If you don't have this driver installed, the Sage CRM Setup cannot connect to the SQL Server.

Sage CRM supports the following Microsoft SQL Server versions:

- Microsoft SQL Server 2022 (Standard, Enterprise, or Web) with Cumulative Update 14 and earlier

- Microsoft SQL Server 2019 (Standard, Enterprise, or Web) with Cumulative Update 28 and earlier

- Microsoft SQL Server 2022 Express supplied in the Sage CRM installation package

Microsoft SQL Server 2022 Express is installed with the following parameters:

- Password of the sa account: SageCRM#20xx

- Instance name: CRMEXPRESS2022

- Port number: selected automatically

Microsoft SQL Server 2022 Express has the following limitations:

- Sage does not recommend this SQL Server version for environments that exceed five Sage CRM users.

- Maximum memory utilized (per instance of SQL Server Database Engine): 1 GB

- Maximum relational database size: 10 GB

For detailed information about all Microsoft SQL Server 2022 Express limitations, see **Editions and supported features of SQL Server 2022** on **Microsoft SQL documentation**.

> **Warning:** If you use Microsoft SQL Server 2022 Express, Sage Support will address only those issues that can be reproduced on any other supported SQL Server edition listed above.

Web browsers

You can access Sage CRM with the following web browsers:

Browser	Must be installed on
Microsoft Edge	• Windows 11 • Windows 10
Mozilla Firefox	• Windows 11 • Windows 10
Google Chrome	• Windows 11 • Windows 10
Google Chrome for Android	• Android 14 • Android 13
Apple Safari for iOS	• iOS 17.x • iOS 16.x

Note: To access the **Administration** area of Sage CRM, you must use a supported web browser on a Windows-based computer.

Apache Tomcat

Sage CRM requires Apache Tomcat version 9.0.x.

The Sage CRM Setup automatically installs this Tomcat version, but you may need to install Tomcat manually when deploying the Sage CRM Sync Engine on a remote server.

Java Runtime Environment

Sage CRM requires one of the following:

- Eclipse Temurin Java Runtime Environment (JRE) 8, 64-bit version.

  64-bit Eclipse Temurin JRE 8 is automatically installed by the Sage CRM Setup when you install or upgrade to Sage CRM 2024 R2.

  You can use Eclipse Temurin JRE 8 free of charge.

- Oracle Java Runtime Environment (JRE) 8, 32-bit version.

  To use Oracle JRE 8, you need to buy a license.

Mobile devices

Sage CRM supports and is optimized for viewing on these mobile devices:

Device	Desktop theme Mobile theme
Android phone	• Android 14 • Android 13
iPhone	• iOS 17.x • iOS 16.x
iPad	• iOS 17.x • iOS 16.x

Microsoft Exchange

Sage CRM can integrate and work with the following Exchange versions:

- Microsoft Exchange Server 2019
- Microsoft Exchange Server 2016, 64-bit edition only
- Exchange Online (part of Office 365)

In these Exchange versions, the following features and roles must be enabled:

- Exchange Web Services (EWS)
- Application Impersonation
- Integrated Windows Authentication with Anonymous Authentication

Note: Sage CRM was tested with Business plans of Office 365.

Supported authentication methods

Integration type	Supported authentication method
Exchange Server (on-premise)	Basic Authentication
Exchange Online (Office 365)	OAuth 2.0

Transport Layer Security (TLS)

Sage CRM supports TLS version 1.2.

Citrix Virtual Apps (formerly XenApp)

Supported version	Protocols	Supported application delivery methods
Citrix Virtual Apps 7 1909, 32- and 64-bit editions	HTTP, HTTPS	• Publish desktops • Publish applications

Consider the following limitations when deploying Sage CRM via Citrix Virtual Apps:

- Multi-server Sage CRM environments are not supported.
- Multi-server Citrix Virtual Apps environments are not supported.
- Roaming user profiles are not supported.

Remote Desktop Services (formerly Terminal Services)

Supported version	Protocols	Supported application delivery methods
RDS supplied with: • Windows Server 2022 Standard • Windows Server 2019 Standard	HTTP, HTTPS	Publish full desktop

Sage CRM doesn't support roaming user profiles when it is deployed and used via Remote Desktop Services.

Virtualization

Sage CRM is supported on:

- **AWS EC2**
- **Microsoft Azure**

Although Sage CRM has been tested only on AWS EC2 and Microsoft Azure, it should run on other standard virtualization environments.

> **Note:** Sage Support only addresses AWS EC2- and Microsoft Azure-related issues that can also be reproduced in a physical environment.

AWS EC2

Minimum supported AWS EC2 instance configuration:

$Name	vCPUs	Memory (GiB)	Baseline performance/ vCPU	Network burst bandwidth (Gbps)	EBS burst bandwidth (Gbps)
t3a.large	2	8.0	30%	5	2.05

Microsoft Azure

Minimum supported Microsoft Azure virtual machine configuration:

Size	vCore	Memory: GiB	Temp storage (SSD) GiB	Max temp storage throughput: IOPS/Read MBps/Write MBps
Standard_ A4_v2	4	8	40	4000/80/40

Proxy servers

Sage CRM doesn't support reverse proxies.